swipen
Merchant Services

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Quick Start Guide

Move 3500 3G/GPRS

Version 1.0

swipen
Merchant Services

Payment Solutions

100% tailored to your business

Contents

Getting started	4
Supervisor password	5
Function keys	5
The Chip Card Reader	6
Chip & Pin Transactions - Sale	6
Chip & Pin Transactions - Refund	7
Contactless - Sale	7
Keyed Transactions	8
End of Day reports	9
Changing the paper roll	10

For further information on terminal functionality please call the terminal helpdesk or download your Terminal User Guide from: https://ingenico.co.uk/smart-terminals/user-guides

Help Desk

If you're still having trouble, then we are here to help.
You can contact us using the details below:

01933 201424
info@swipen.co.uk

We are open:
Monday to Saturday - 08:00 to 23:00
Sundays & Bank Holidays - 10:00 to 17:00
Closed on Christmas Day

Getting started

Set up your charging base unit in a convenient location close to a power source.

Your terminal will automatically pick-up the best available mobile network. However, if required, you may manually select a network in order for the terminal to always connect to a selected provider. To change to 'Manual Mode':

- Press ◉ until SYSTEM MENU is displayed
- Choose 'Select Function' by pressing ▲ or ▼ then press ●
- Type in 91 and press ●
- Press ● again and terminal will scan for networks
- Select a network by pressing ▲ or ▼ then press ● to confirm selection.

  Note: Press and hold ◁ and ·,' together to turn the terminal off (terminal needs to be off its base).

Connecting to the Base Unit

Supervisor Password

The default supervisor password is 999999.

Function Keys

Arrow keys: Enable you to choose options on screen

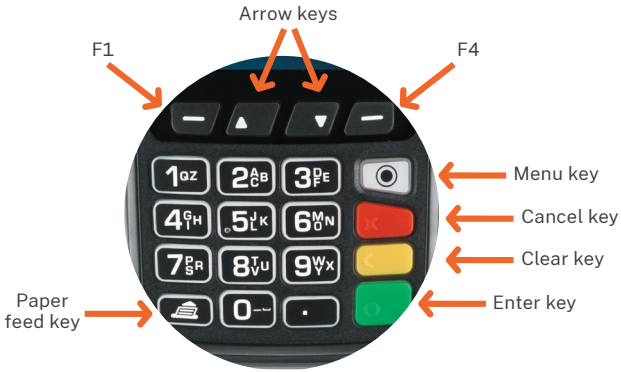
F1 & F4 keys: Can be used for shortcuts.

Menu key: To enter the application menus press the Menu key from the idle (READY) screen. Pressing the key again moves to the next menu (if available).

Correction keys: When entering numbers or letters, pressing deletes one character at a time; while pressing deletes the entire line (this key also cancels transactions).

Confirmation key: Pressing is used to confirm anything that has been typed into the terminal.

Paper feed key: To test the feeding of the paper through the printer press and hold .



The Chip Card Reader

- Customer cards must be inserted as shown, with the chip upwards.
- Push the card fully into the slot below the keypad and follow the instructions on screen.
- If you see a “BAD READ” message, check the card orientation and try again. After three bad reads the terminal will prompt you to swipe the card.
- **DO NOT remove the card until instructed to do so by the terminal.**

Chip & Pin Transactions - Sale

- From the idle screen, enter the sale amount for the transaction and press . For example enter £12.34 as 1234.
- The customer must enter their PIN code.
  NEVER ASK THE CUSTOMER TO DIVULGE THEIR PIN CODE.
- After the customer has entered their PIN and pressed they will be prompted to return the terminal to you.
- The terminal will now connect to the acquirer for authorisation, if the transaction is authorised then an AUTH CODE will be shown.
- The terminal will print two receipts. The merchant copy will be printed first, then once you press , the customer copy will be printed. If prompted press to reprint either receipt if required.

Chip & Pin Transactions - Refund

- From the idle screen, press , then choose “REFUND”.
- Enter the ‘Refund Amount’ then insert the card. If prompted enter the Supervisor Password and press .
- The terminal will now connect to the acquirer for authorisation, if the refund is authorised then “REFUND ACCEPTED” will be shown.
- The terminal will print the merchant copy which the customer must sign.
- Remove the card.
- Check the signature on the merchant copy with that on the card. If the signature is valid then press , otherwise press . The terminal will then print the customer copy.

Contactless - Sale

- From the idle screen, enter the sale amount for the transaction and press . For example enter £12.34 as 1234.
  If you make a mistake, press and re-enter the amount.
- The cardholder should present their card/payment device against the contactless symbol on the terminal.
- The terminal will now print the Merchant receipt.
- **Note:** If the customer requests a receipt this must be done before the next transaction takes place. Press to print the customer receipt.

Keyed Transactions - Sale

- When prompted to Present/Insert/Swipe a card, press , type in the customer's card number, then press .
- Enter the Expiry Date, the start date (if required), the issue number (if required), pressing after each entry.
- Enter the 'Security Information' as follows:

  1) Card security code (from the back of the card), press
  2) The numbers from the cardholder's postcode (e.g. EH52 5SH is 525), followed by and then the numbers from the cardholder's address (e.g. 51 High Street is 51), followed by .
- The terminal will connect to the acquiring host to obtain authorisation.
- The terminal will display the results of the 'Security Checks (CV2/AVS Data) and will prompt you to choose "Decline" or "Accept" the transaction depending on the results.
- The terminal will print off the two receipts.

  Results can be: 'All Match', 'Address Match Only', 'No Data Matches', 'Data Not Checked' or 'Security Code Match Only'.

End of Day Reports

- To access the reports menu press , until 'SYSTEM MENU' is displayed and then select "Totals".
- Press or to highlight the required option and press to select it.
- If required enter the supervisor password and press .

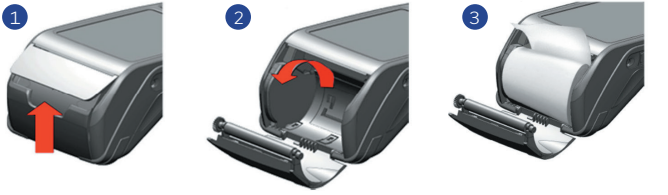
END OF DAY: One touch function that prints both the "Z REPORT" and the "BANKING" report. This **MUST** be done at the end of each day that you trade.

BANKING: Indicates total value of transactions that have been processed and shows that the totals have been confirmed by the acquirer.

X REPORT: Shows the breakdown of transactions in different ways enabling you to check off against individual receipts and the "BANKING" report.

Z REPORT: Exactly the same as the "X REPORT", except that the Z "REPORT" resets the totals ready for the next day's trade

Changing the paper roll



- Hold the terminal securely in one hand. With the other hand, and by using two fingers, lift the printer cover release as shown in 1 and 2 above. Fully open the printer cover and remove the old roll of paper.
- Unstick the end of the new roll, leaving the end free, hold the paper roll and carefully place into the printer compartment as shown in 3 above with the paper feeding up from the bottom.
- Holding the free end of the paper and the terminal, close the printer cover and push firmly until it locks. While your terminal is displaying the idle screen, press and hold to ensure that the paper feeds correctly.

ONLY OPEN THE PRINTER COVER AS SHOWN -
DO NOT FORCE THE PRINTER COVER

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This Quick Start Guide relates to Move3500 Tetra terminals – TMS/MATSU software. Whilst every effort has been made to ensure that the content of this document is accurate, Ingenico will not accept responsibility for any loss, damage or injury that may be incurred as a result of any errors or inaccuracies. The product is varied to suit requirements and as such some features may vary or be disabled. This document should be accepted as a guide only to the use of the product. In the effort for continued improvements in design and quality, products features and information regarding setting up, installation and use of all Ingenico products is subject to change without prior notice.

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